

County of Los Angeles – Department of Mental Health
Service Area 3

Quality Improvement Committee Meeting

January 16, 2013

9:30 – 11:30 am

AGENDA

- | | | |
|----|---------------------------|-------------------|
| I | Welcome and Introductions | Bertrand Levesque |
| II | Review of the Minutes | Bertrand Levesque |

Quality Improvement

- | | | |
|-----|--|---------------------|
| I | Cultural Competency | Melody Taylor Stark |
| II | Office Medical Director - Peer Review
- Electronic Prescription | Melody Taylor Stark |
| III | Patient Rights Report - Change of Provider
Report - Beneficiary Grievance | Melody Taylor Stark |
| IV | ACCESS - Equipment and System | Melody Taylor Stark |
| V | Survey Data distribution by Legal Entity | Melody Taylor Stark |

Quality Assurance Liaison Meeting

- | | | |
|-----|--|----------------|
| I | Basic Documentation Training | Gassia Ekizian |
| II | Katie A Update | Gassia Ekizian |
| III | Program Review/Certification | Gassia Ekizian |
| IV | Request to update Provider Information | Gassia Ekizian |
| V | Senate Bill No 1407 | Gassia Ekizian |
| VI | Children Out-of-County | Gassia Ekizian |

Other Issues

- | | | |
|-----|---|-------------------|
| I | Beneficiary Access Service Request Logs | Bertrand Levesque |
| II | Audit updates /Medical Records | Bertrand Levesque |
| III | Code Change Update | Bertrand Levesque |
| IV | Announcement | Members |
| V | Sign-In Sheet Reminder | Bertrand Levesque |
| VI | Adjournment | Bertrand Levesque |

**Next Meeting: February 20, 2013 @ Enki, 3208 Rosemead Blvd,
2nd Floor, El Monte, Ca. 91731 Ph: (626) 227 7014**

**COUNTY OF LOS ANGELES-DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 3
QUALITY IMPROVEMENT COMMITTEE MEETING
December 19, 2012**

- I. Welcome by Bertrand Levesque and Introductions
Review of previous minutes - were accepted by Robin Washington, Seconded by Rebecca DeKeyser.
- II. Bertrand asked members to review their names and email address, because sign-in sheet is being revised.

Attendance:

Makan Emadi	Arcadia MH	Beth Foster	Hillsides
Gloria Santos	Almansor	Karen Hine	Homes for Life Fd.
Hanh Truong	Crittenton	Poonam Nathan	Leroy Haynes
Marc Borkheim	DMH	Barbara Negron	Leroy Haynes
Robin Washington	DMH	Mary Cifuentes	Maryvale
Linh Hua	D'Veal	Jasmine Tangen	Pacific Clinics
Michelle Hernandez	ENKI	Kelly Saelak	Prototypes
Windy Luna-Perez	Etti Lee Homes	Judy Law	PUSD
Melody Taylor Stark	Five Acres	Rebecca DeKeyser	SG Children's Ctr.
Karen Sammon	Five Acres	Rose Kosyan	Spirit
Gassia Ekizian	Foothill Family	Stephanie Schneider	The Family Center
Stella Tam	Heritage Clinic	Joe Bologna	Trinity

Acknowledgement

Bertrand present two Certificate of Appreciation to Gassia Ekizian and Melody Taylor Stark for their ongoing dedication, commitment and hard work as Co-Chair for the Service Area 3 Quality Improvement and Quality Assurance committee.

Quality Improvement – Melody Taylor Stark

Cultural Competency

- The next meeting is January 9, 2013 1:30 3:30 PM
695 S. Vermont Avenue, 15th Floor Glass Conference Room
Contact: Sandra Chang-Ptasinski
(213) 251-6815
SChang@dmh.lacounty.gov

Cultural Competency Meetings are routinely held the 2nd Wednesday of the month, same time and location. Dr. Chang-Ptasinski can be contacted with questions about meeting content and participation.

- Cultural Competency Committee is preparing for the Cultural Competency requirements for the State Review.

Program Support

- Program Support is beginning to field test the forms that were translated into the threshold languages. They are in need of clients, family members, or caregivers

who can read and review the documents. Bertrand will send the e-mail with further details to the QIC membership by the end of the week.

CPTT Meeting

- The upcoming CPTT (Contract Providers Transition Team) meeting was noted. The meeting is focused on IT issues that relate to DMH services such as the upcoming IS to IBHIS update and use of MSHA funds for technology needs which can include costs for electronic health record systems. The membership was encouraged to assure that a representative from their agency's IT department attend the CPTT meetings. Bertrand will forward the details of the meeting to the membership by the end of the week.

Office of Medical Director

- Parameters for medications for Co-Occurring disorders are in draft status and should be available early 2013. Medications that have evidence that help those with substance use are in the parameters and will be included the DMH Formulary. These medications are always used in concert with psychosocial services and have shown to work when done in conjunction.

Quality Assurance – Gassia Ekizian

- DMH Training list - emailed to all SA 3 QIC members by Dr. Bertrand Levesque. February 25th Basic Documentation training is cancelled.
- Audits: DMH PEI visits were discussed.
- Request to Change Provider Information – Please make sure that you send in your changes to the Head of the Service report and then double check that the corrections have been made. This list will be used for the DMH System Review Audit.
- Patient Rights- Be aware that Patient Rights will make surprise visits. Make sure that your waiting rooms have all the correct posters/directories/pamphlets.

Policy 104.08- Clinical Records- Melody Taylor Stark

Mandatory for Directly-Operated but Contract providers are required to keep their own procedures with clinical records. Contract providers should review policy, especially for sections 4.8 which lists the minimum content in clinical records and 4.9 which lists what clinical records should not contain.

Dr. Bertrand Levesque:

- Beneficiary Access Services Request Logs- Requirement for system audit and everyone is to participate. Special attention need to be given to the disposition. More specific information needs to be included. Ex. Refer Clt (indicate were), Does not meet med. necessity, -explain if NOA was given,

● State System Audit Updates- Audit begins Feb. 25th, 2013a
No new update but everyone was reminded that January and February 2013 will be busy months in preparation for the Audit.

● New Procedure Codes Update

● Psychotherapy in Crisis

These services should be on the CCP. There should be a discussion with the client as to whether or not the issue needs to be added to the CCP. One must consider what is in the assessment, already on the CCP and assess if it is a one session situation or will need more than one session.

● New Client definition

The 3 Years or more at your Billing Provider/Reporting Unit by an MD/DO/NP. Therefore an established case is a client that has been seen by an MD/DO/NP at a billing provider within the past 3 years.

Everyone is reminded not to park in the upper level parking lot at ENKI. The upper level is designated for clients of ENKI

ADJOURNMENT

Bertrand thanked everyone for attending and adjourned the meeting at 10:45 a.m.

Minutes recorded by: Bertrand Levesque,
Melody Taylor Stark
Gassia Ekizian
Quality Improvement Committee

Next Meeting:

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